

# SHS NEWS



Surrey Hospice Society Newsletter

FALL 2017



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## Welcome to the Fall Newsletter

I hope everyone is enjoying the beautiful weather and taking time out to enjoy family and friends.

The Surrey Hospice Society held their annual AGM on May 17th at Valley View Funeral Home and Cemetery. A complete review of the Annual Report for 2016 including new staff members, Board of Director changes, reports and updates from the Community Thrift Store can be found on our website at [www.surreyhospice.com](http://www.surreyhospice.com) on our Board of Directors page.

Our Volunteer Profile shines some light on Carol Ramberg, our office volunteer of 3 years. We'd also like to highlight our Volunteer Appreciation Day with a few kind words from Tricia Keith, Coordinator of Volunteers.

As we enter Fall, we have a number of great programs in the making. Please stay tuned for updates on hospice programs and events on our Facebook & Website.

Kind regards,  
Kristina Notting, Administrator and Editor

# A Letter from the President of the Board

Dear Friends, Volunteers, and Staff,

I am pleased to report that I am writing to you from a far more relaxed perspective than last time. I was able to attend our staff's volunteer appreciation Spa-day!

As you know, our mission and vision require us to care for an exponentially expanding demand for support. We are, as ever, working to meet that demand as well as reaching out to the community to educate, offer resources and information on how best to prepare for and handle the end of our journey – for ourselves and our loved ones.

The support we provide to our community through the work of the volunteers (bedside support at Laurel Place, the tertiary unit in SMH, and in-homes throughout Surrey), combined with the continuing support we offer to those who have lost loved ones through our group programs and through one-on-one counselling with Registered Clinical Counsellors, is completely essential.

We are facing a staggering growth in demand - especially combined with the 'fentanyl epidemic'. Grief is everywhere in our community effecting everyone at one point or another in their lives. We must continue to reach out, support and lift up our neighbours and through doing so, we build a resilient and strong community that can face the future together.

Thomas P.J. Crean  
President  
Surrey Hospice Society





# A Note from Rebecca Smith, Exec. Director

As we turn our sights to October, we look forward to the cooler days when we can enjoy the comforts of Autumn. For my part, I have been in my office working on our plans and events for the Fall and Winter seasons. Looking



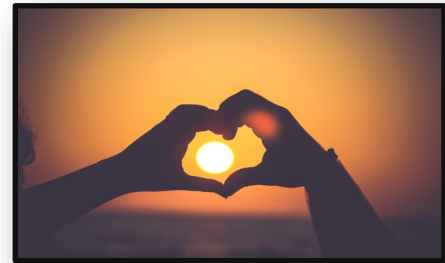
back on the summer that was, I am acutely aware that almost 50,000 British Columbians were forced from their homes, facing catastrophic loss to wildfires — that hundreds in our community have died in the fentanyl overdose crisis and even more are facing life-ending illnesses.

I am always conscious that grief and loss are ever present in our lives and that we, as a community, need to be there to support each other. We are stronger and more resilient when we stand together; this is the essential mission of Surrey Hospice Society. Our role and duty to our community is our commitment to companion our neighbours through this journey called life. Our strength and ability to do this for Surrey is

found in the most amazing people: our volunteers!

On July 23<sup>rd</sup>, SHS hosted a spa-day to thank our volunteers and to ensure that we care for our care-givers. The day was a lovely opportunity to provide our volunteers with time to relax, enjoy some pampering and know that we are aware of their selfless heart-centred giving. We are so grateful for their dedication and generosity. Our volunteers make a tremendous difference in so many lives and help make our community a better place. I sincerely hope that more of our volunteers participate in our future volunteer appreciation events.

We are currently working diligently on our fall events and programs. I look forward to providing you with new opportunities to reach out and tribute to the community. We are once again presenting our Dove lease Memorial, Coping through the Holidays and offering our group port programs: Nature's Amble; Finding my Way and Hopeful Hearts. We are also working on our fall fundraisers, January Community Forum, two Spring 2018 fundraisers. Please keep an eye on our website and cebook page for updates and dates for our upcoming events.



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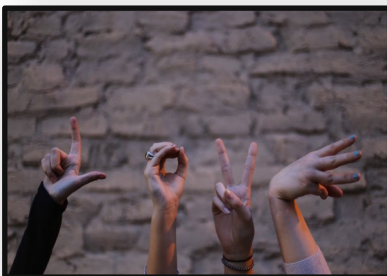
We thank you so much for your continued support and for helping to make our world a better place.

Kind regards,

Rebecca Smith

*Executive Director*

Surrey Hospice Society



# Volunteer Recognition, Carol Ramberg

## ***A kind word from Carol, one of our office Volunteers***

In 2014 my best friend of more than 50 years was in hospice care in Langley. She had so many nice things to say about the ladies that provided small comforts throughout her final days.

In May of that year, we moved to the Fleetwood area. Many times I'd walk by the hospice office and then one day I saw advertisement in the local paper that mentioned the hospice was looking for volunteers. I soon learned that I could use my skills and be of service in the office and at special events. My role at the office is to preparing the candles and formation packages for Laurel Place. I also photocopy information, greet clients, answer the telephone and prepare manuals for the Volunteer Education Program.



It may sound like a cliché for sure, but it does take a village.

Carol Ramberg  
*Surrey Hospice Volunteer*

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As the Office Administrator I want to thank Carol for her support throughout her 3 years with the Surrey Hospice Society. Carol is a dedicated and loyal volunteer — a person we can always count on. She is open to helping wherever needed and maintains a positive attitude towards her work. Aside from her role as an office volunteer, Carol has helped us with several events including the Surrey Hospice Society's 30<sup>th</sup> Anniversary Gala in 2016, the Hospice Hoe Down and most recently "The Volunteer Appreciation Day". Instead of relaxing and enjoying a spa treatment, Carol chose to help us set up the food and beverages for all participants. Wow! Thank you again Carol, you are a true Kitchen Angel

Carol is a very important part of our team – we appreciate everything that she does for the hospice. It's volunteers like Carol that help us do the work we do.

Thank you Carol.

Kristina Notting  
Office Administrator  
Surrey Hospice Society

# A Big Thank You to Our Volunteers

## Our Valued Volunteers

The hospice volunteer role is unique to each of our volunteers. Each are guided by their particular strengths and interests. Some lead creative projects, games and practiced complimentary therapies, while others enjoy sharing in conversation or providing a quiet companionship to our patient clients. Although varied, each hospice volunteer's role plays an invaluable part in the hospice model of whole-person care.

Many times patients feel more able to openly talk to our volunteers, because volunteers are seen as not being a part of the problems patients are currently facing. Volunteers, while required to conduct themselves in a professional manner, are often seen as being on equal footing with patients. Not being a paid staff service provider, nor a family member, our volunteers are able to give patients a sense of freedom from whatever burdens them with their non-biased and compassionate listening techniques. Above all, what permits patients to become more prone to opening up with our volunteers is that fact that our volunteers have the time to spend time with patients together.

In order to keep our volunteers nourished in the work they do, Surrey Hospice Society recently held a Volunteer Appreciation Day – Spa Event. Each attendant had an opportunity to enjoy an energy healing session, mini mani/pedicure, facial threading, Swedish massage session, Light at Your Feet, aromatherapy demonstration and listen to the beautiful healing music of a crystal bowl sound bath.

It was truly a wonderful opportunity to connect with each of you.

Tricia Keith  
Coordinator of Volunteers



## WORKSHOP OPPORTUNITY

Reena Lazar and Michelle Pante, Co-founders of willow.Eol.com are delighted to share their holistic end of life planning work with the vibrant Surrey Hospice Volunteer community.

This will be an interactive and engaging session in which you will explore: who and what matters most in your life, consider the role of forgiveness in relationships and draft one love letter to someone in your life to be read before or at the time of your death. You'll then discover how you can support hospice patients and family members to do the same, using easy and straight-forward tools and questions.

Through coaching, facilitated home salons and workplace conference presentations WILLOW helps people discover the full scope of their options around end of life planning and care, so that we can all make informed choices that reflect our priorities and values. Reena and Michelle share a passion for using conversation around death as a pathway to growth and healing for individuals, communities and the planet.

**Date:** Thursday, November 16

**Time:** 6—8 pm

**Place:** Surrey Hospice Society Offices

<http://willoweol.com/>



# A Special Thanks to our Volunteer Appreciation Spa Day Service Providers

We would like to thank all of the service providers who helped in making this day a phenomenal success in giving back to our volunteers!

## Mark Anthony Academy of Cosmetology

- \* Shelley McBride <http://www.macademy.ca/>
- \* Sarah Dinh
- \* Karen Nguyen
- \* Tara Cornett
- \* Kailey Urbanski

## Light Therapy Practitioner

- \* Nancy Webber—Light on Your Feet (Facebook)
- \* Cindy Small—Light For Health (Facebook)

## Certified Spa Therapist, Swedish Massage & Healing Touch

- \* Susan Shephard

## Reiki Practitioners

- \* Clarissa Matsuda
- \* Johanne Fraser <http://www.simplyreiki3.com/>

## Therapeutic Touch Practitioners

- \* Cheryl Larden [www.myhealingconnection.com](http://www.myhealingconnection.com)
- \* Vera So

## Crystal Bowl Sound Artist

- \* Pixie Hobby

## Aromatherapy Wellness Advocate

- \* Amber Adams [www.mydoterra.com/oilovingnurse](http://www.mydoterra.com/oilovingnurse)

## Esthetician

- \* Preeti Matthew [dimplesesthetics@hotmail.com](mailto:dimplesesthetics@hotmail.com)

## Divine Delicacies

- \* William Lindsay-Smith [www.divinedelicacies.ca](http://www.divinedelicacies.ca)

## All Tymes Florist

- \* Jagdish Patrola [www.alltymesflorist.com](http://www.alltymesflorist.com)

To continue in the ongoing support and training of our volunteers we have named September, Surrey Hospice Society's "Volunteer Support Month."

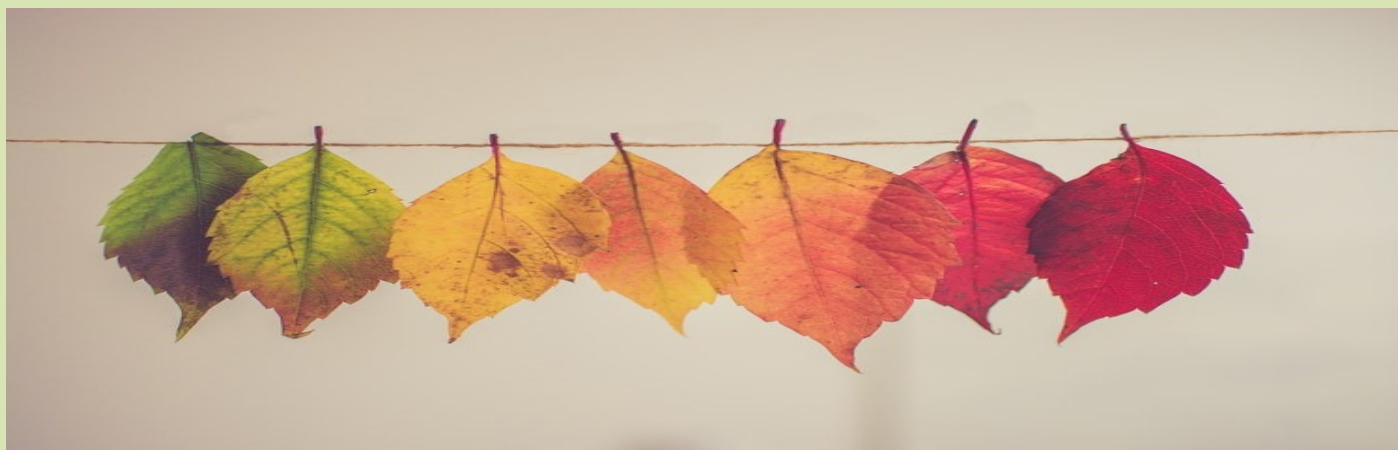
For this we have scheduled 4 separate Volunteer Support Meetings on various topics:

- \*Intimacy at the End-of-Life: A Palliative Approach, with Michelle Martin, Palliative Social Worker
- \*Art as Self Care / Client Care, with Swetha Ranasuriya, Art Teacher and Therapist
- \*Elements of Spiritual Support, with Randene Larlee, Spiritual Health Practitioner



## UPCOMING EVENTS

- Volunteer Education Program: October 3 to November 21
- Nature's Amble: September 14 - October 4, Wednesdays from 10 am - 12 pm
- Nature's Amble for Perinatal and Infant Loss: Wednesdays, October 18 - November 10 from 10 am—12 pm
- Finding My Way: Wednesdays pm October 18—November 8 from 6—8
- Loss from Overdose Support Group: Wednesdays, November 15—December 20 from 6—8 pm
- Hopeful Hearts Lantern Making Workshops Saturdays, December 2 and 9 from 1—4 pm
- Coping Through The Holidays: December 1 from 1—4 pm Please call 604-584-7006 for details



## Announcing our new Store in Cloverdale!

We are pleased to announce the opening of “**Shell’s Tool Box**” at 5625 176th Street in Cloverdale. **Shell Busey’s Tool Box** is a thrift store for tools benefitting the Surrey Hospice Society. The store will open November 2017.

We are currently accepting donations of gently used tools in good repair: carpentry, electrical, home renovation, gardening, plumbing, masonry, wood working and power tools are all welcome. Please call the Surrey Hospice Society at 604-584-7006 to arrange an appointment to drop off your donated tools. We can offer you a donation receipt should you wish. Your support of the Surrey Hospice Society’s new endeavor is greatly appreciated!

Maybe you have a few hours a week to donate as a **volunteer**! We are seeking volunteers who like to fix tools, tinker with tools and help people find the right tool for the job. Please call the Surrey Hospice Society at 604-584-7006 if this sounds like a good fit for you.

November 25th the Surrey Hospice Society will be hosting a Birthday Roast and Toast in honour of Shell’s 75th birthday. See page 11 for information on this exciting event!



# Links for Self Care and Support for You from Our Staff

**Here are some helpful links suggested by our Staff.**

## **Back to School After a Loss. Tips for helping children cope.**

September brings a return to school for children which is stressful at the best of times. If there has been a loss in the family, this stress can become even more difficult for your child. There are a few ways you can help your child transition back to school after losing a loved one.

- 1) Notify your child's teacher and the office. A new teacher may not be familiar with your child's behaviour and personality and this information will be helpful to both the teacher, Staff and your child.
- 2) Speak with your child's school counsellor so they can be proactive if they notice any signs of grief in your child
- 3) Make a communication plan with your child's teacher and the school how and how often you will communicate what is going on at home and at school
- 4) Seek counselling. The Surrey Hospice Society offers free one on one counselling to children and their families.
- 5) Prepare your child for the questions and behaviour of other children.
- 6) Brainstorm ideas with your child about ways to deal with their emotions appropriately
- 7) Prepare your child to work with a school counsellor. As children are often unfamiliar with counselling let them know what a counsellor does and why they are going
- 8) Find out which adults at school your child trusts. See if you can arrange for your child to connect with that person on bad days
- 9) Give your child permission to enjoy school. Remind them to have fun and that being happy is a good thing

If you would like to read more, here is the link to the article these tips were taken from <https://whatsyourgrief.com/going-back-to-school-after-a-death/>

## **Grief in Teens**

The Surrey Hospice Society has been actively engaged in a community outreach program to local high schools to help educate teachers and youth about how to better cope with grief and loss. Teens grieve differently than adults in a variety of ways. Here are six ways teens deal with grief:

- 1) Teens are more likely to experience deaths that are sudden, unexpected and traumatic. The loss of a peer can affect an entire school community and for this reason schools need to have a strong plan in place to help students navigate powerful and complex emotions.
- 2) Adolescents can isolate themselves in their grief. As teens try to become more independent they might not want to share everything with their parents and instead opt to be alone in their rooms. Try to have a conversation with them about their feelings and try to reduce anxiety in other areas such as exam preparation and homework time.





## Grief in Teens (cont'd)

- 3) Teens are often egocentric, meaning they believe its all about them. Everyone is watching and judging them and they just want to fit in. Anything that removes that feeling of "normal" can be extra stressful.
- 4) Teens often turn to social media and the Internet to express their grief. This is often difficult for parents who may not be as savvy with technology. Remind your teen that not everything on social media is accurate and often requires fact checking. Direct your teen to safe places to direct their feelings.
- 5) Adolescence is often a time of spiritual growth and questioning. They are often trying on different attitudes and identities in order to establish what they believe. Navigating loss and feelings of grief will be that much more complicated for them. Be patient.
- 6) Adolescent grief can be masked by other behaviours such as eating disorders, substance abuse and acting out. Teachers, parents and anyone working with youth need to recognize these signs as ways of asking for help.

If you would like to read more about how teens grieve:

[http://www.huffingtonpost.com/kenneth-j-doka/six-ways-that-adolescent-b\\_5148211.html](http://www.huffingtonpost.com/kenneth-j-doka/six-ways-that-adolescent-b_5148211.html)

Hospice of the Valley has created an exceptional handbook for teens and their families about Teen Grief. We have included the link here: <https://www.hov.org/media/1555/teengrief.pdf>

If you are a school teacher or school administrator wishing to book the Surrey Hospice Society for a Grief and Loss Outreach Workshop, please contact Tricia at [tricia@surreyhospice.com](mailto:tricia@surreyhospice.com)

## Mindfulness and Grief

Mindfulness has long been promoted as a tool for healing and personal growth. According to Jon Kabat-Zinn, creator of the Centre for Mindfulness in Medicine and a renowned scholar and meditation teacher, mindfulness is "...paying attention in a particular way; on purpose, in the present moment and non-judgementally." What does this have to do with grief? Mindfulness, usually just the act of slowing down and becoming deeply aware of and connected to our breath, can help us to deal with powerful and overwhelming emotions. People often associate mindfulness with meditation. Meditation is just a tool to help us develop mindful awareness of each moment and learn that it is fleeting; that what we are feeling, experiencing and thinking will pass. Becoming mindful does not mean that these thoughts and feelings will completely disappear. It simply means that like everything thoughts, feelings and emotions will ebb and flow over time, that they are never permanent in one form. Taking the time to sit down, connect to our breath and just quiet our thoughts can help us discover what we are actually thinking which can help us sort out our feelings. Be patient with yourself. Becoming mindful and aware takes time and practice.

Here is a link to some guided mindfulness meditations from Hospice of the Valley <https://www.hov.org/for-the-community/mindfulness/mindfulness-practices/>



If you would like to read more about Mindfulness and Grief we have included a link to an article we used in the writing of this newsletter <https://whatsyourgrief.com/mindfulness-and-grief/>

# Healing, Dying and the Medicine of Human Relationships

—by Reena Lazar, reproduced from the blog **WILLOW**

Can we heal the dying?

How to heal the dying was a question that weaved through many sessions at the recent BC Hospice and Palliative Care Association (BCHPCA) Conference that Michelle and I attended.

The conference shined a light on the incredible work that so many people do as their vocation, as volunteers, and as family caregivers. Elder Shane Point, a respected Musqueam community member, ceremonial traditional speaker and cultural educator, set the tone in his opening welcome by acknowledging that human beings are all medicine for each other. While that is the end point and meta truth of the matter, he went on to say that people active in *this* field, extend their love and compassion beyond their everyday intimate circles to touch and be touched by the very personal experience of dying.

## Extending the Circle of Compassion

The theme of the conference was “Extending the Circle of Compassion” and one of the many highlights was the keynote address by Michelle O’Rourke, Registered Nurse, Author and Program Coordinator for the Chatham-Kent Hospice and the Oncology and Palliative Care Programs, Chatham-Kent Health Alliance, Ontario. She conveyed the importance of being a “care partner” rather than a “caregiver” and encouraged us to meet others in their pain before journeying together towards their healing and wholeness.

Her presentation included a pair-sharing exercise. I shared with a partner about when my father was dying from prostate cancer. In the last few months of his life, he didn’t talk much. I remember one afternoon sitting at his bedside and just holding his hand in silence for three hours. I tried to let go a few times, thinking he must be sleeping, but he held tightly each time and I was happy to stay. Those silent, undistracted hours together were probably the most focussed, present time we ever shared.

**We don’t always need special skills to be a healer. We just need to “be” with each other.**

My relationship with my father was not always easy. I grew up feeling undervalued by this man I adored. Over the years he reminded me both outrightly and subtly that he wished he had more sons. As a result, I decided at an early age that I would not love him. When I sat with my vulnerable dad that afternoon, I softened into the act of fully letting go and *being* the love I always wanted to get and always wanted to give. I’ll never know what impact those three hours had on him, but almost fifteen years later, I hold onto that memory as a beacon of what true love feels like.

**Healing is being the love you want to get and the love you want to give.**

Just like Michelle Pante wrote in [To serve or to be served?](#) healing and transformation are available to all parties. Michelle O’Rourke reminded us that the word “care” means to lament, grieve, and experience sorrow with someone else’s pain. She noted that caring is a partnership where one person brings their pain, brokenness and vulnerability to another. Through a relationship of trust we work together towards healing and wholeness.

I loved the quote she shared by Massachusetts-based, Saki Santorelli, Professor of Medicine, Director of the Stress Reduction Clinic, and Executive Director of the Centre for Mindfulness, Health Care and Society, reminding us that, “For too long care has been conceived of as either practitioner-centered or patient-centered. In actuality, the healing relationship has always been a crucible for mutual transformation.”

**Healing happens when we treat dying as a natural process and a personal experience.**

Michelle O’Rourke also reminded us that dying in our culture is usually seen as a failure rather than a natural process. In reality, however, it’s fundamentally a personal experience—as it was with my dad and I—rather than a set of medical issues to be solved. Connecting **WILLOW** with the passionate world of hospice and palliative care at this conference inspired and informed us in ways we couldn’t have imagined. We’re honoured to extend our circle, and to journey together to build compassionate communities.

# SAVE THE DATE! OUR FALL FUNDRAISER

Our good friend and hospice supporter Shell Busey is turning 75 and we have great reason to celebrate!

You may know Shell as a popular radio and television personality and home improvement expert. We know him as a great advocate for Surrey Hospice services. The Surrey Hospice Society wants to recognize Shell's entrepreneurial and philanthropist spirit. His generosity demonstrates his true ability to connect with the community. We are grateful for his friendship and support, and are proud that he has shared his good name and dedicated his charitable pursuits to the work of Surrey Hospice Society. The Shell Busey Birthday Roast and Toast will be held **Saturday, November 25th**. Festivities for the evening include a delicious dinner at the Mirage Banquet Hall at 17767 64th Avenue in Surrey. Events get underway at 6 pm. There will be roasting and toasting all in Shell's honour. Tickets are on sale now either on line, in person at the Surrey Hospice Society or by calling us at 604-584-7006.

**Early Bird Tickets are \$89.00 per person until October 15th**

**Regular price \$99.00 per person**

We hope to see you there!

In preparation for the opening of **Shell Busey's Tool Box** (more details on page 7), a thrift store for tools benefiting the Surrey Hospice Society, we will be accepting donations of tools at this event. Simply bring your gently used tools you wish to donate with you the night of the event and we will make sure they are brought to the store. Please let us know if you would like a donation receipt.

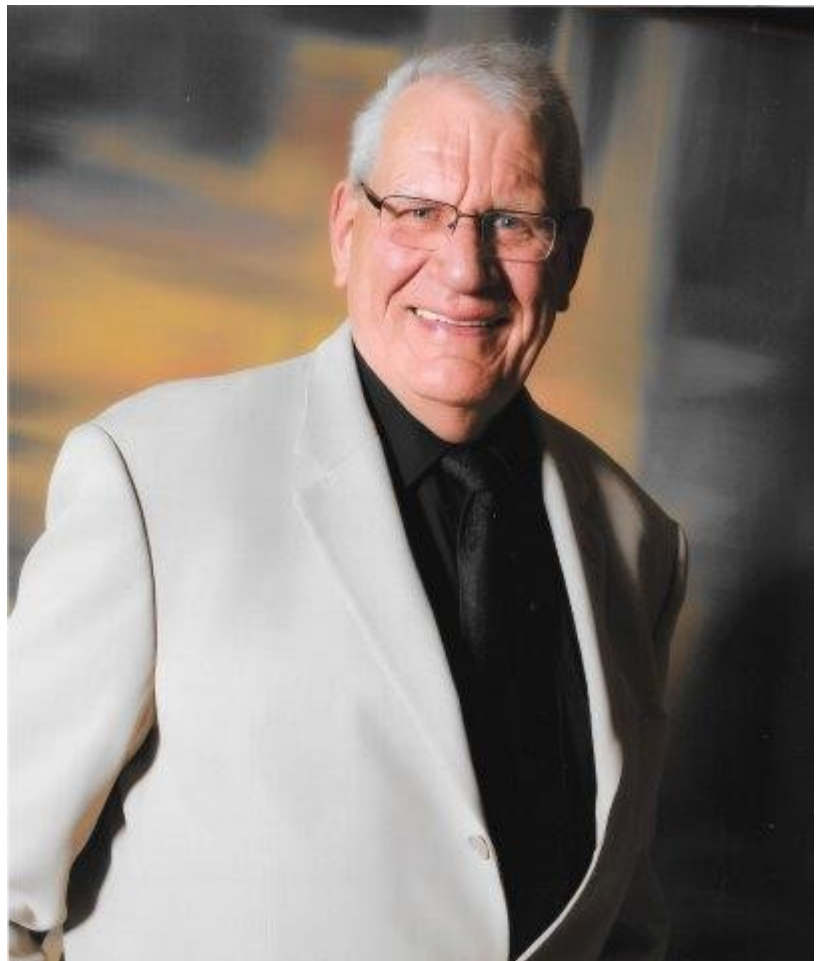
Still Not Sure? We can use many types of tools!

Suggested tools:

- Home Improvement
- Gardening
- Electrical and Power Tools
- Masonry
- Carpentry and Woodworking
- Plumbing
- Welding
- Automotive

Tools need to be clean and in good working order.

We appreciate your support!





## Donating to the The Surrey Hospice Society



### Help support Surrey Hospice—Make a Donation Today

The Surrey Hospice Society relies on memberships, donations, grants, memorial bequests, fundraising, and community support to continue our programs. A memorial bequest is a wonderful way to show appreciation for the volunteer service that has been provided during the terminal stages and the grieving process after the death of a loved one.

By supporting Surrey Hospice Society you are helping us to carry out our Mission Statement in supporting individuals and their loved ones as they face a life threatening illness, and ongoing grief support programs for children, teens, and adults.

Tax deductible donations to Surrey Hospice Society can help to offset some of your annual tax due to Revenue Canada. Surrey Hospice Society will issue a tax receipt for any donation over \$25.00.

Please consider supporting our hospice work through donation! Visit our website today at [www.surreyhospice.com](http://www.surreyhospice.com)

Thank you!

## Help Us Help the Community!

### Donation Form

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

City: \_\_\_\_\_ Province: \_\_\_\_\_

Postal Code: \_\_\_\_\_

Telephone: \_\_\_\_\_

Email: \_\_\_\_\_

Cheque \_\_\_\_\_ Visa \_\_\_\_\_ MasterCard \_\_\_\_\_

Credit Card No. \_\_\_\_\_  
\_\_\_\_\_

Expiry date: MM/YY \_\_\_\_/\_\_\_\_ CVC \_\_\_\_\_

\*Visa or Mastercard—You can also call the office to process your credit card information.

**Monthly Donors:** I hereby authorize Surrey Hospice Society to make automatic monthly withdrawals from my credit card. I understand that I may cancel this authorization at any time by notifying Surrey Hospice Society, in writing. I will receive a tax receipt for the total amount of my monthly gift on an annual basis. I have provided my Credit Card information.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

### **Contact Us**

For more information about our services and programs please contact us at:

#### **Surrey Hospice Society**

#101-13463 78th Ave  
Surrey, BC V3W 1A8

Tel: (604) 584-7006

www.surreyhospice.com  
email: admin@surreyhospice.com

## Mission Statement

Rooted in the community and branching out to those in need, we provide social, emotional, and spiritual support for individuals and their loved ones as they face a life limiting illness, and on-going grief support programs for children, teens and adults.

We believe that no one need face a life-limiting illness alone, and no one need be alone with their grief.

We offer “Companions for the Journey”.

All our services are free of charge.



## Opportunities to help

Rooted in the Community...

As a volunteer based, non-profit organization rooted in the Surrey community and branching out to those in need, we provide social, emotional, and spiritual support for individuals and their loved ones as they face a life-ending experience. We provide ongoing grief support programs for children, teens and adults.

To do this we depend on volunteers, donations, sponsorships and grants. We also are supported by our Community Thrift store (which we share with the Surrey Fire Fighters Charitable Society.) All this means that we are truly of, by and for the community of Surrey. Here are your opportunities to get involved:

- Donate funds to the Surrey Hospice Society
- Donate used/unneeded goods to our thrift store
- Attend our events
- Volunteer in our office, our community thrift store, with Hospice support, or with the Board of Directors